Solution Requirement

🧩 What Are Solution Requirements?

Solution Requirements define what the system must do to meet business goals. In an airline project using Salesforce, these include:

- Functional needs (what the system should do)

- Non-functional needs (performance, security, etc.)

- Integration and data requirements

Key Solution Requirements in an Airline Salesforce Project

1. Functional Requirements

Area	Requirements
Booking System	Let users search, book, and cancel flights online
Customer Management	Maintain a 360° customer profile with booking history, preferences
Check-in	Send automated reminders; allow online check-in
Flight Updates	Notify users via SMS/email about delays or gate changes
Loyalty Program	Track and reward frequent flyers
Customer Support	Enable live chat, case management, chatbot for FAQs

2. Non-Functional Requirements

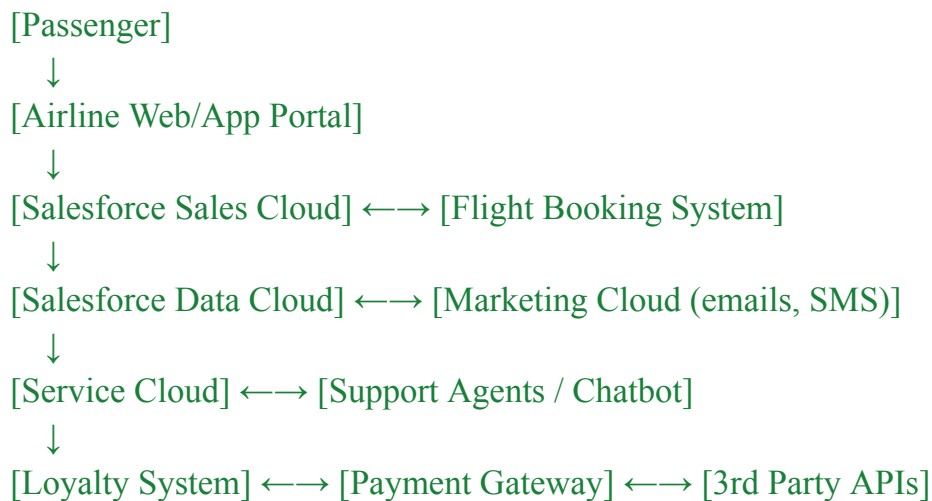| Category	Requirement
Performance	System should respond within 2 seconds
Scalability	Must support thousands of concurrent users
Security	Data encryption, GDPR-compliant storage of user info.

| Availability | System uptime of 99.9% |

🔄 3. Integration Requirements

- Connect with:
    - Payment gateways
    - Flight scheduling systems
    - Airport check-in systems
    - Salesforce Marketing, Service, and Data Clouds

📊 Diagram: Solution Architecture (Simplified)

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[Passenger]
  ↓
[Airline Web/App Portal]
  ↓
[Salesforce Sales Cloud] ←→ [Flight Booking System]
  ↓
[Salesforce Data Cloud] ←→ [Marketing Cloud (emails, SMS)]
  ↓
[Service Cloud] ←→ [Support Agents / Chatbot]
  ↓
[Loyalty System] ←→ [Payment Gateway] ←→ [3rd Party APIs]
```

✅ Summary of Salesforce Products Used

Salesforce Product	Role in the Solution
Sales Cloud	Manages bookings, customer records
Service Cloud	Provides support, handles issues
Marketing Cloud	Sends communications: flight updates, offers
Data Cloud	Centralizes customer data for a full profile

| Experience Cloud | Provides customer portals or self-service |

Final Thoughts

The solution requirements ensure that the airline system built on Salesforce is:

- Customer-friendly

- Reliable and secure

- Integrated and automated

- Scalable for future needs